



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Mpower Communications Corp.
Mpower Communications of Illinois
for quarter ending December 31, 2005

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$1,151.31	\$363.88	\$157.99	\$1,673.18
B. Number of credits issued for repairs - 24 - 48 hours	20	19	18	57
C. Number of credits issued for repairs - 48 - 72 hours	2	8	3	13
D. Number of credits issued for repairs - 72 - 96 hours	2	1	0	3
E. Number of credits issued for repairs - 96 - 120 hours	3	0	0	3
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Section 730 C & D reflect answer time for all markets. Cannot extract Illinois only.
Section 730.30 - Not able to report at this time.